

Lauren E. Conrad

10 Mohegan Lane Rye Brook, NY 10573

(914) 417-1971

laucon@optonline.net

Portfolio: <http://www.laureneconrad.com>

Education

Purchase College - State University of New York

May 2015

Bachelor of Arts

Majors: Creative Writing and History

GPA: 3.6

Graduated Cum Laude

Work Experience

Technical Writer

July 2016 – Present

Media Radar

New York, NY

- Established company-wide documentation style guide
- Crafted 200-word glossary defining company and industry-specific terms
- Wrote new internal documentation about collecting and managing data within the media industry
- Revised old internal documentation

Technical Writer – One Month Contract

May 2016 – June 2016

Success Academy Charter Schools

New York, NY

- Wrote and edited user guide for educational software
- Wrote feature based documentation for 106 software modules
- Tested accuracy on 60 help articles

Technical Writer - Intern

December 2015 - March 2016

Mozilla

Remote

- Built training site to teach new technical writers how to write articles
- Wrote 30 support articles on Firefox Hello video chat feature, Firefox for iOS app, and more
- Created videos tutorials
- Researched and added HTML/CSS code samples to Mozilla Create a New Article feature
- Created marketing materials such as infographics and email copy
- Researched user stories and user tested web pages

Web Designer - Freelance

September - October 2015

Geriatric Care Consultants, LCC

Larchmont, NY

- Built business website for client
- Researched medical practices and wrote web copy
- Mapped website layout and designed appearance

Professional Development

Tech Comm 101 Class

July - August 2015

Society for Technical Communications

Remote

- Developed technical communication skills
- Adapted writing style for documentation
- Wrote procedures and definitions

Skills

- **Softwares:** Advanced features in Microsoft Word, InDesign, Camtasia, Final Cut Pro, Excel
- **Web:** Wordpress, Wix, HTML, CSS, Goolge Drive
- **Other:** Command Line System